Library staff and Physical Plant pass the buck on library woes

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about the heating system, Hagge was inclined to place the majority of the responsibility on the library staff members. "They have got to obtain a basic familiarity with the system," he insisted. "It's true that there are heat sensors in the building and that whenever the temperature drops below 65 degrees, the computer activates the heat. Still, every one of the heating units has individual manual controls. It could be fifty degrees inside the library, but if all those manual controls are turned off, no heat is going to get into the rooms. The same holds true for over-heating. If some other part of the Student Center calls for heat, and all the thermostats in the library are set too low, then the library is going to get too hot. All too often, my own have gone over in response to a complaint and found this to be the case. Students adjust the thermostats to their individual preferences and don't bother readjusting them, or else the thermostats get jammed into one position and no one bothers reporting it. The librarians have got to make it their responsibility to see that the thermostats are always adequately adjusted and maintained."

After Hagge's remarks were mentioned to McDowell, she again declined to make an official statement, but let it be known that blame did not rest solely on the library personnel. When problems have occurred in the past, often over a dozen calls would have to be made before someone would be located who would be willing to accept responsibility.

Hagge was willing to shoulder only a part of the blame for this.

"I will admit," he said, that "sometimes it is very hard to get in contact with the proper Physical Plant personnel. The telephone system is a bit convoluted, we are working on installing a direct link from the library to the Work Control Center. Hopefully, then, only one call will be necessary to obtain prompt service on a complaint."

He again felt, however, that part of the problem lay in lack of library staff responsibility. "Night librarians might call in a complaint, but they ought to realize that our night crew isn't as efficient as our regular daytime staff. All the complaints calls ought to be followed up the next day, to assure that the proper Physical Plant personnel get notified. Often, it is the case that our day crew will get word of some complaint made during the night, and, upon responding to the complaint, will find that the librarian on duty won't have any idea of what the problem might be."

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